



U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE  
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Our Case No.10022/178

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
Riley, et al.	)	
Serial No. 10/029,769	)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001	)	Group Art Unit No.: 3629
For METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY	)	Confirmation No. 4749

**AMENDMENT B**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated February 27, 2007, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 15 of this paper.

**In the Claims:**

This listing of claims will replace all previous versions and listings of claims in the application.

1. (Currently amended) A method of providing a service desk capability, the method comprising: